

June 13, 2016

#8  
6/13/16  
Grand Rapids Home  
Norma Bauer read this letter

To Whom It May Concern;

My husband is James Pike. He is a Vietnam veteran and lives on 3Blue. He has been a member for almost 2 years. Before that, he volunteered at the Grand Rapids Home for Veterans. This was the only place he wanted to stay when it became necessary for him to be someplace.

I would like to commend you for listening to the members is passing the ombudsman bill. It is something that the members have wanted for some time. It is my hope that you keep in it the statement that whoever has this position is to act upon all concerns. If they can pick and choose what that want, then it will be no different than in the past.

Since the audit came out this winter, there have been some changes being made. Slowly, members have been getting confident that they are being heard. In the past, if a member complained about situations, they were labeled a trouble maker and discharged. Because of this, it will take a while to gain the confidence of all members. Some still fear retaliation. When I hear of some instances where there were some issues, I ask when it was. Most of the issues are under the previous administration.

There are still instances where nonnarcotic medications are not delivered as expected. There have been instances where some medications have been "borrowed" because pharmacy did not fill the order.

There still have been critical staff shortages. It was reported to me that on June 4, so many called in from, possibly J2S, that at least one unit had 1 person working on a day shift. There happened to be a cookout that day and there was no extra help to watch those on the pavilion who needed extra watching. Fortunately, no one died at that time, but there could have been serious injuries.

This last week, there have been plenty of help on that unit. In one instance, the students were sent to the McLeish Building because they were short of help. Of course, those who were transferred, have to go through the process of trying to know the members.

There have been some good J2S caregivers on this unit. I would hope that they are able to stay after the new contracts are awarded. If desired, a list of names can be provided. What can be done to try to save their jobs? There are rumors that J2S may have put in a bid for a contract under a different name. Hopefully, the bidders will be fully vetted before any awards are given.

It has been observed that the new company that has the caregivers in the McLeish Building has hired some of those who were previously fired. Has anyone checked into the reason why they were fired in the first place?

Room checks have seemed to improve. In many cases, staff has gone into the room to do a check even if the member is bedridden.

I look forward to seeing more improvements. Most of the issues seem to be with those who need extra care.

Sincerely,

Betty Pike